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EXHIBIT H



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Form **14783**
(February 2020)

Department of the Treasury - Internal Revenue Service

OMB Number
1545-1432

Taxpayer Advocate Service Survey

The Taxpayer Advocate Service (TAS) is an independent organization within the IRS, which helps taxpayers resolve problems with the IRS. The TAS is asking you to participate in a short survey. Your cooperation in answering these questions will help to ensure that you, whether a taxpayer or tax professional, receive fair, courteous, and timely treatment from the TAS. Even though you may have had contacts with other personnel of the IRS, please limit your responses to your experience with the TAS. The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Providing information is voluntary. However, if you do not answer all or part of the survey questions, the IRS and TAS may lack information it could use to improve taxpayer service. We will keep your identity private to the extent permitted by law.

For each question below, please complete the response that best describes your experience. Please indicate if you were:

5 = Very satisfied 4 = Somewhat Satisfied 3 = Neither 2 = Somewhat dissatisfied 1 = Very dissatisfied

Directions: Darken only one response circle for each item using a ballpoint pen (no felt tip markers please).

A. How satisfied were you with the assistance of the Intake advocate, the first person you spoke with about your tax issue

1. How satisfied are you....

a. With your advocate's explanation of what he or she would do to help you with your problem

b. That your advocate treated you with courtesy

c. With your advocate's explanation of the time it would take to work your case

d. With your advocate's updates on the progress of your case

e. That your advocate listened to you

g. That your advocate stayed with you every step of the way

h. That your advocate cared about helping you

i. With your advocate's responsiveness

j. With your advocate's explanation of what caused your problem

k. That your advocate was easy to reach

l. With the length of time it took to work your case

m. That your advocate treated you fairly

Very Satisfied 5	Somewhat Satisfied 4	Neither 3	Somewhat Dissatisfied 2	Very Dissatisfied 1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please continue to use the following scale through question 3:

5 = Very satisfied 4 = Somewhat Satisfied 3 = Neither 2 = Somewhat dissatisfied 1 = Very dissatisfied

	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied
1. How satisfied are you ...					
n. With your advocate's knowledge of your specific issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. With your advocate's explanation of the final outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. With your advocate's explanation of your rights as it applied to your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Thinking only of your satisfaction with the Taxpayer Advocate Service and not other parts of the IRS, overall how satisfied are you with your Taxpayer Advocate Service experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How satisfied are you with the helpfulness of the letters you received (if you did not receive any correspondence, please mark N/A).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. To what extent did the Taxpayer Advocate Service solve your problem

- ☐ Completely ☐ Partially
☐ Not at all ☐ Case is still open

5. As a result of your experience with the Taxpayer Advocate Service, would you say your impression of the IRS is:

- ☐ Much more positive ☐ More positive
☐ Same ☐ More negative
☐ Much more negative

6. How could the Taxpayer Advocate Service improve the service you received? Please include a brief written comment below.

This completes our survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. If you have any comments about the time estimate for completing the survey or about ways to improve the survey, please write to the Internal Revenue Service, Special Services Section, SE:W:CAR:MP:T:M:S, 1111 Constitution Ave. NW Washington, DC 20224.

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